



AGE Epsom & Ewell
Concern

Helping Older People Feel Less Alone

ANNUAL REVIEW 18/19



MESSAGE FROM OUR CHAIRMAN

First of all I would like to thank Dorah May and her staff for all of the excellent work that they have put in throughout the last year. I attended a staff meeting and was really pleased to see the level of participation and the amount of ideas and suggestions which were being put forward. Unfortunately we have lost 2 of our wonderful Staff - Mo Nevin and Bev Worsley, and we wish them well in their new positions. Fortunately we have two great replacements!

Our volunteer team continues to grow and we now have just over 300 which, I think, shows that ACEE is held in very high regard in the borough. Without the volunteers we would not be able to provide as many services as we do. In fact, compared to many other similar organisations we do offer a very wide range of services and support and are often looked at with envy by people outside Epsom and Ewell.

On the trustee front we had quite an interesting and challenging year. We have five new trustees who will bring a wide range of experience and knowledge to the board. A number of trustees have left, including Jean Steer MBE who has been a valued trustee for many years and will be very much missed and deserves a huge thank you from us all. Skylark, a charity support network, supported us with creating trustee committees: Finance, HR, Fundraising & Marketing and Long Term Strategy reporting on decision and policy making.

Finally, I would like to welcome Doug Earle who will be taking over the chairman's position from me. I have no doubt he will be an excellent and supportive chairman.

Steve Dow



MESSAGE FROM OUR CHIEF OFFICER

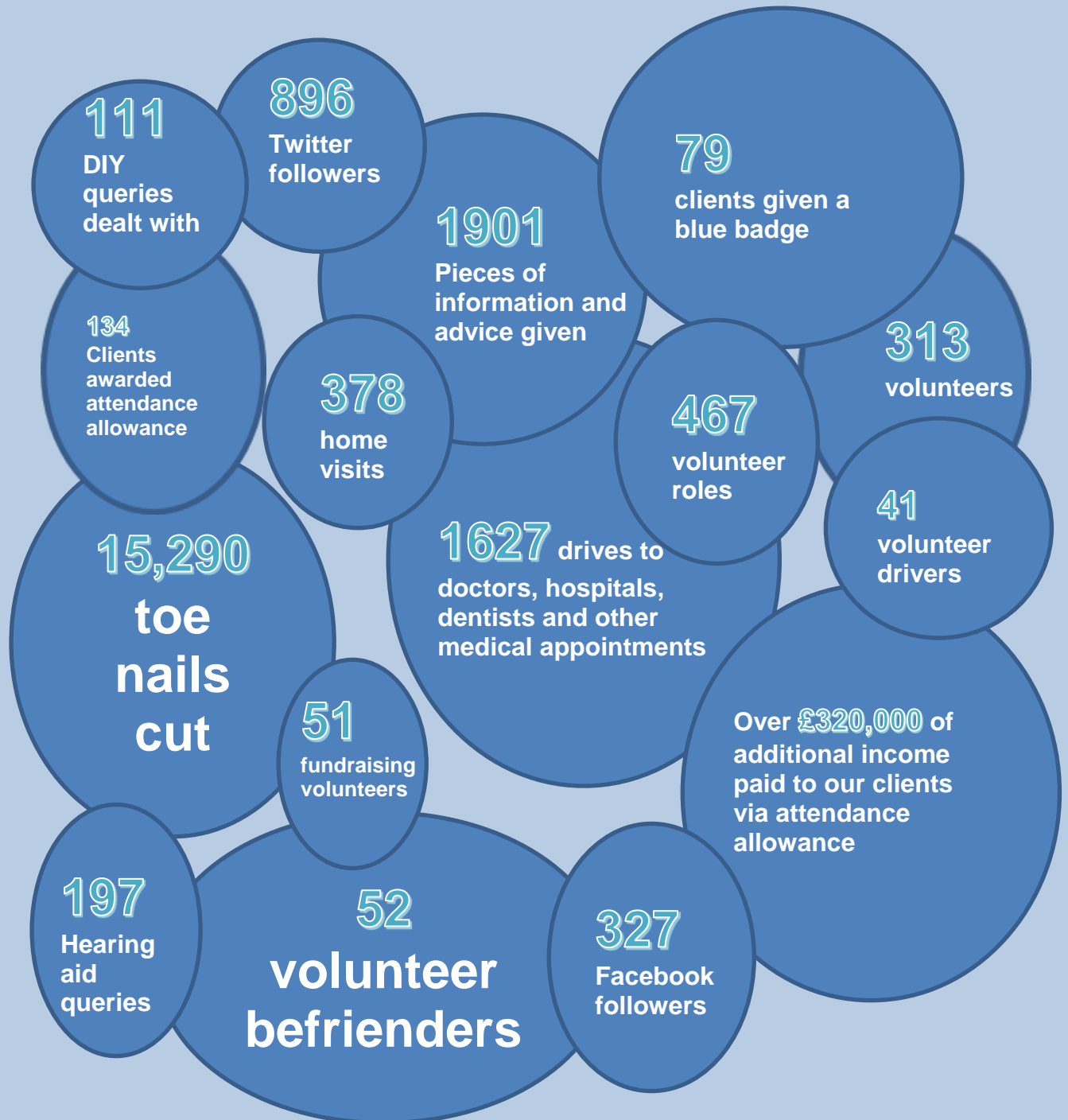
It really has been a year full of **connections!** Our Information & Advice team **connecting** with 1901 enquiries through our I&A desk. Our two Home Visitors **connecting** with 291 clients in their own homes. 55 clients **connecting** with their befriender once a week. 10 volunteers **connecting** with 30 clients once a month at our Sunday Tea. 203 Christmas Hampers **connecting** that special packet of biscuits as a Christmas gift. 1627 drives by our volunteer drivers **connecting** clients to their medical appointments. Those **connections** enable us to reach out to an ever-increasing ageing population in our borough and empower them to live the most fulfilling lives they can.

Fundraising saw us **connecting** with the Big Give campaign, raising funds for our Men's Club, which were match funded by philanthropists who support causes such as ours. 12 runners **connecting** with the streets of London in The London Landmark Half Marathon and lots of laughter **connecting** with our fun fundraiser Comedy @ the College. A great privilege was to be invited to join the Ahmadiyya Muslim Association **connecting** with their Walk for Peace in Royal Windsor Great Park, a very picturesque 5 mile sponsored walk.

My year has been full of **connecting** with such supportive staff, volunteers and clients and I would like to thank them for their invaluable support, we couldn't have had such a productive year without them all!! I am really looking forward to the year ahead and hope you find our review of the year an insight into the **connections** we make.

Dorah May Hancock

2018/19 Our Year in Numbers



INFORMATION & ADVICE



Sue Says ...

"A little more conversation is always good if you are worried about someone. It's not always easy, but an honest conversation can be vital if someone's struggling in later life"

Call us on 01372 732 456
Mon-Fri 9.30am-1pm



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CASE STUDY

Mr & Mrs S – 94 years & 90 years, self-referral

Mrs S contacted the I&A team to enquire about adaptations in the home and details were sent out to her. Sue followed up this contact to find out more about Mr & Mrs S who have various conditions. Mr S has a history of falls so Sue suggested that they request a falls assessment from the GP. Sue also referred them for an OT assessment and sent the information about adaptations and stairlifts.

Mr & Mrs S received an OT assessment who arranged for some adaptations to be fitted and they have also decided to buy a stairlift. When Sue enquired about the progress of the OT assessment, she also suggested that Mr S might be eligible for Attendance Allowance and it may be helpful to have a Blue Badge form too. A Home Visit has been arranged for Mr & Mrs S.



Meet Sue
Merchant our
I&A Officer

HOME VISITING



Meet Mary and Dawn our Home Visitors

An enquiry through the I&A team may result in a home visit. Home Visitors (Dawn and Mary) help to obtain Blue Badges for parking and Attendance Allowance benefit claims enabling people to have funds to help make life easier for themselves. Dawn and Mary can assess clients' needs in their own surroundings often resulting in finding out that a client has more needs than originally thought and referrals to the Occupational Therapist team, Social Services and specialist organisations can be made.

"She took all the worry away about filling in the forms"

It would have been indeed difficult for me to do on my own

"She applied for an additional allowance for me and now I am not so worried about money"



BEFRIENDING SERVICE

“She
brightens
up my
day!”



Meet Gloria Fox our Social
Support Co Ordinator
responsible for Befriending
and Sunday Teas

Loneliness is a national problem and Age Concern Epsom & Ewell strives to tackle this challenge for older people in the borough. Our befriending service is a key way of providing older individuals with a volunteer who wants to spend quality time with them each week. Volunteers and clients often end up becoming close friends.



“Every time I visit I am told that I am making their week – how many times do people tell you that!”
-Volunteer



“I signed up for befriending service and began visiting a truly amazing lady at the beginning of last year. I so look forward to the time I spend with her and can't thank her enough for her wonderful company. The chance to share our experiences, talk about our families and just generally have a chat and a giggle brightens my week!” -Volunteer



SUNDAY TEAS

“It is lovely to have something to go out to on a weekend and to meet lots of great people.”



The Sunday tea involves a combination of socialising, activities and entertainment along with a full afternoon tea! Entertainments include quizzes and singalongs and special occasions are celebrated like the yearly Christmas party! Clients are driven to the venue and home again and are able to enjoy the company of others in a safe and welcoming environment. The social aspect of Sunday teas reaches out to clients who feel lonely and want some company giving them the opportunity of making new friends.



“I get very lonely and love coming to the Sunday teas so that I can talk to people and have a good time!”

OUR MEDICAL TRANSPORT SERVICE



“Thank you to your drivers who have driven and escorted me safely to and from my various destinations. Long may you continue in your good work. I, for one, would be lost without your help.”

Stuart Kendrick



“I wanted to express my thanks to my lovely driver who managed to navigate the terrible traffic and the complicated corridors of the hospital to get me to my appointment on time. His patience and good humour were priceless, and I wanted you to know.”- Stuart’s Client

“Many thanks for your assistance, it has been very much appreciated. Your drivers are so courteous and very helpful which is very much a help as I am disabled. Your telephone helpers make it a pleasure to speak to. Thank you once more.”



Meet Mo Johnson our Office Manager responsible for Transport



“The transport service couldn’t be better”



THE FOOT CLINIC

“ if your feet are happy, you are happy. ”

LORNA



JULIE



Based at the Community and Wellbeing Centre Sefton Road, our practitioners Lorna and Julie cut toe nails, file skin, and give advice on foot care. There is a one off registration fee including instruments and a charge is then made per visit.

“I can afford to get my feet regularly looked after and it has made such a difference to how I get around”



OUR WILL WRITING SERVICE

Write your Will and help a charity

Ewell based, Lewis & Dick offer a professional Will Writing service in return for a small suggested donation of £50 to Age Concern Epsom & Ewell.

It's inexpensive and it helps older people in the Borough too.

Call 01372 732456 to book your appointment.

Have you considered leaving a LEGACY in your Will? Giving to a charity in your Will is not only a lifeline for smaller charities but also has tax benefits for your beneficiaries.

We are very thankful to past legacies that have enabled us to continue our work.

Their Legacy really was our Future.



OUR DIY SERVICE

We offer a DIY Service for those simple jobs such as putting up shelves, curtain poles etc or gardening. A small charge is made per visit.



Dear M
Mrs M from 12 S Drive, rang to say how thrilled she was with the work you had done and what a nice man you were!

THE MEN'S CLUB

“Us older men certainly need trips out and company as we don't find it as easy as the women to engage in conversation.”



Meet Steve Boeje, our Men's Club Co Ordinator

“Helping out as a volunteer at the Epsom Men’s Group enables me to increase my social circle with companionship and interesting conversations with older men, who live in our community, that I would not usually have the opportunity to interact with. The Age Concern Men’s Group is a fabulous way of bringing people together over lunch, at outings and events. This group is one of my ways of giving my time to help reduce the isolation of others.”



ROGER’S STORY

“I cannot tell you how important the men’s club is to me. I have Parkinson’s and find it very difficult to get out. I am confined to my room almost a prisoner. The men’s group has been a life saver for me, to have some men’s company and some games, gives me something to look forward to each month and a big thank you to the gentleman who make it possible for me to go by giving me a lift. Getting a cab is almost a no no, as it takes me too long to get in and out, and most cab drivers do not have the time to assist me. Thank you so much for this opportunity.”

“The Men’s group has been a blessing in a sea of utter confusion after the death of my wife.”



IT CLUB

“I can now use my computer to talk to my daughter in Australia”

Our band of IT volunteers help clients to make better use of their computer, tablet, smart phone etc either by 1-2-1 support, Ipad training sessions or at our monthly computer club. A small charge is made per visit.

FUNDRAISING ACTIVITIES



Meet Charlotte and Neil, our fundraisers

01372 732 456 FOR MORE INFORMATION
WWW.AGECONCERNEPSOM.ORG.UK

WE LOVE OUR VOLUNTEERS

DRUM ROLL, please.



Meet Liz Hope our
Volunteer Co Ordinator

ALL 315
OF THEM!!



I am glad I got
involved – I feel I
really am making a
difference

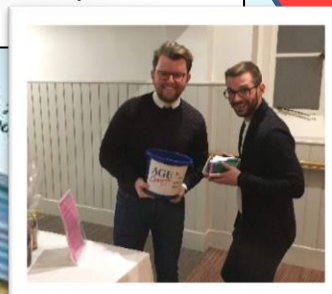


You get to a certain
age and you realise life
isn't just about making
money – It's good to
put some effort into
something else



"I am young but there seems
to be quite a lot of volunteers
working for Age Concern who
are my age – I was quite
surprised!"

Call 01372
9.30am till 1.00





Thank you for all your generosity and support:
Volunteers
Clients
Business Supporters & Sponsors
Trustees
Staff

YOU ARE MAKING A DIFFERENCE

The Old Town Hall, The Parade, Epsom KT18 5AG
E mail: info@ageconcernepsom.org.uk
Facebook: www.facebook.com/ageconcernepsom
Twitter @ageconcernepsom

You can find information on all our services at
www.ageconcernepsom.org.uk

Please call to speak to us 9.30-1pm Monday to Friday

01372 732456

Charity number 1139652